



Information Technology (IT) Policies



065.014 Division of System Management SDLC Policy

Version 2.0
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065.000 Application Development	Effective Date: 07/20/2010

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Category: 065.000 Application Development

1.1 Objective

Refine uniform business processes and standards for the Division of System Management to assure quality development projects are delivered on time and within budget.

1.2 Policy

Each system or group of related systems will define a methodology for managing Software Development Life Cycle (SDLC). The methodology will consist of an Initiation, Development, Testing, User Acceptance testing as required, and Implementation phase.

Each system or group of systems will have an 'oversight group' who will have the responsibility of managing projects and changes in accordance with the SDLC methodology. The oversight group will consist of designated members of the OATS project team, the responsible Office of Administrative and Technology Services (OATS) branch manager the Division of Systems Management (DSM) team, designated members of the applicable business unit(s) as prescribed by the business sponsor, and members of the OATS executive team. The responsibilities of this 'oversight group' will include tasks such as review, approval, denial, and referral of requests. The leader of the 'oversight group' will be the DSM OATS branch manager or a designee.

1.3 Policy/Procedure Maintenance Responsibility

The Office of Administrative and Technology Services (OATS) IT Security & Audit Section is responsible for the maintenance of this policy.

1.4 Initiation

1. A mechanism for submitting requests for system software changes or enhancements must be formalized by each 'oversight group'.
2. Requests must be reviewed by designated members of the OATS project team to ensure that sufficient information is available and a tracking number is assigned and logged.
3. Requirements must be gathered and documentation of the details of the business needs and objectives will be completed.

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4. Requests will be prioritized, estimated hours for requirements, development, and testing will be determined and a proposed release will be assigned.
5. The documented business requirements and the corresponding system specifications documents reflecting the changes needed to the system, will be reviewed with representatives of the business unit (s) and final approval will be obtained.
6. Proposed releases will be reviewed with members of the 'oversight group' in regularly scheduled meetings to be conducted at least once a month.

1.5 Development

1. Upon approval of written system specifications by the representatives of the business unit(s), modifications to systems will be made to reflect the changes specified.
2. System development will occur during the specified release window.
3. The appropriate development team will document the system modifications to module(s) impacted by the system specifications.
4. The appropriate development team will complete 'unit testing' prior to the code being turned over to the appropriate OATS 'Testing team'.

1.6 Testing

1. All software changes in a specific release will be validated and approved for production by the appropriate OATS 'Testing team'.
2. Testing will consist of system testing, regression testing, and test plan/script execution, as required.
3. If applicable, User Acceptance Testing (UAT) will be conducted by designated members of the business unit.
4. All system issues identified during testing shall be logged, prioritized, and appropriate defects shall be corrected by development staff and retested within the targeted release.
5. The status of the release will be reviewed with the 'oversight group' and a "Go/No Go" or a delayed status will be determined during regularly scheduled meetings.

1.7 Implementation

1. Upon approval by the 'OATS Testing team' as well as, if applicable by the business unit 'testing team', the OATS branch manager or designee will seek approval from representatives of the business unit (s) to move the changes to production. The

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validated software changes will then be authorized by OATS branch manager or designee to be moved to the production environment.

2. The 'oversight group' will be advised of the move and an effective date and time of the release to production.
3. The 'oversight group' will be provided with a notification identifying all system modifications for the release.
4. Post implementation reviews will be conducted with OATS project team as needed.

1.8 Exception

At times an accelerated SDLC is required due to the urgency of a system fix. If an emergency fix is required, system specifications document documenting the requested change will be completed by designated members of the OATS project team and is to be immediately approved by an OATS management staff member. Once approved the system change request is provided to the assigned developer. Upon completion, the development team will turn over the modification to the OATS 'Testing team' and if applicable for User Acceptance testing. Upon sign-off by the OATS 'Testing team' and/or the business unit 'Testing team', final approval will be obtained from a representative of the business unit. The modified software changes will then be implemented into the production environment as soon as feasible.

1.9 Review Cycle

Annual

1.10 Cross Reference(s)

- CHFS IT Policy #010.103 – Change Control
- IRS Publication 1075